

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions

aetna®

MedQuery®



MedQuery is a state-of-the-art technology solution

Powered by the CareEngine,[®]
turns member data
into information

Designed to improve
clinical quality, patient
safety and financial
outcomes

**Provides opportunities
to improve care**
using evidence-based
clinical algorithms

Communication
with physicians and
members can optimize care
and avoid
adverse events

**Addresses full spectrum
of member needs**


Addresses the entire
spectrum of disease and
organ system care as well as
specific preventive services

Serves as base for other Care
Management programs

- Personal Health Record (PHR)
- Aetna In Touch CareSM

FIND

Care Considerations help people get care at the right time

Severity			
			
LEVEL	1	2	3
CONCERN	A potentially serious issue that requires an emergency response. Immediate communication with the treating provider could have a significant impact.	A potentially serious but non-urgent issue.	A less serious issue.*
CONTACT METHOD	Faxed letter sent to treating provider within 24 hours.**	We send a routine letter and a secure electronic version to the treating provider's office within 5 days.	We send a routine letter and a secure electronic version to the treating provider's office within 5 days.

*While all medical issues might be considered serious, it is important to avoid communicating all Care Considerations with the same sense of importance, as physicians could cease to respond to more serious cases.

** If no fax number is available, the provider will be called 3 times to obtain a fax number. Then CCs are faxed to the provider within 2 hours. If no fax number, CC is mailed to the provider.

ENGAGE

We engage members and providers to empower smarter health care decisions

Provider messaging

- MedQuery shares the treatment recommendations to **alert the treating provider** of an opportunity to **improve care**
- Treating provider's office is notified of the Care Consideration by letter or fax

Member messaging

- Care Considerations are automatically **delivered** electronically to PHR
- The member is notified in **easy-to-understand language** and encouraged to discuss with his/her provider



ENGAGE